WAVE QUICK REFERENCE GUIDE

For Vertical SIP Phones: Edge 5000i, 9133i, 9143i, 9112i, 480i, 480CT

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Business Communications Solutions

9910 Irvine Center Drive

Irvine, CA 92618

www.bcsconsultants.com

[m] 949.333.1000

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GETTING TO KNOW YOUR PHONE

** Some features may already be pre-programmed **

Edge SIP Phone 5000i - 8 button

- 1 - Headset (auxillary) Jack
- 2 - Handset
- 3 - Speaker
- 4 - Display
- 5 - Soft Keys (6)
- 6 - Pre-programmed Buttons (8)
- 7 - Microphone

- 12 - Do Not Disturb
- 13 - Headset
- 14 - Volume (+)
- 15 - Volume (-)

- 8 - Menu / Transfer
- 9 - Hold
- 10 - Mute
- 11 - Speaker

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Edge SIP Phone 5000i - 24 button

3 - Speaker

4 - Soft Keys (6)

5 - Display

6 - Menu

7 - Navigation Controls

2 - Handset

8 - Message

1 - Headset (auxillary) Jack

9 - Pre-programmed Buttons (24)

14 - Microphone

15 - Do Not Disturb

16 - Headset

17 - Volume (+)

18 - Volume (-)

10 - Transfer

11 - Hold

12 - Mute

13 - Speaker

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Vertical SIP Phones 9133i and 9143i

1 - Speaker
(located under the handset)

2 - Handset

3 - Hold

4 - Scroll & Select

5 - Display

6 - End Call

7 - Callers List

8 - Conf

9 - Options

10 - Directory

11 - Save

12 - Delete

13 - Flash

14 - Mute

15 - Microphone Opening
(located under the front panel)

16 - Six Pre-programmed (PGM) Buttons

17 - Xfer

18 - Speaker/Headset

19 - Four Line Appearance Buttons

20 - Redial

21 - Volume Up

22 - Volume Down

23 - Headset (Auxiliary) Jack
(located behind front panel)

Vertical SIP Phone 9112i

1 - Speaker (located under the handset)

2 - Handset

3 - Hold

4 - Scroll & Select

5 - Display

6 - End Call

7 - Callers List

8 - Conf

9 - Options

10 - Directory

11 - Save

12 - Delete

13 - Swap

14 - Flash

15 - One Pre-programmed (PGM) Button

16 - Mute

17 - Microphone Opening (located under the front panel)

18 - Xfer

19 - Speaker/Headset

20 - Redial

21 - Volume Up

22 - Volume Down

23 - Headset (Auxiliary) Jack (located behind front panel)

Vertical SIP Phones 480i/CT and 9480i/CT

1 - Speaker (located under the handset)

2 - Cordless Handset (with integral display)

3 - Hold

4 - Redial

5 - Goodbye

6 - Options

7 - Display

480i

8 - Six Softkeys

9 - Scroll & Select

10 - Icom

11 - Services

12 - Microphone Opening (located under the front panel)

13 - Four Line Appearance Buttons

14 - Conf

15 - Xfer

16 - Volume Up

17 - Mute

18 - Speaker/Headset

19 - Volume Down

20 - Headset (Auxiliary) Jack (located behind front panel)

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PHONE USER GUIDE

This Phone Guide includes general information for Vertical SIP phones because Vertical SIP phone models vary as to which features and buttons are available on a particular phone.

- ## INTRODUCTION

1. **Using the Display Screen:** When you are not on a call, the display screen provides information about your phone and extension. When you are on a call, the display screen provides information about the call, including a call timer that displays the length of time you have been connected. Additional information is displayed if your calls are forwarded to another number, if you have a call on hold, if you have missed calls, and so forth.

   When you are on an inbound call, the display screen shows caller ID information if it was provided by the other party and if your phone service provider sends it. If caller ID is not available, the display screen identifies the inbound trunk group handling the call.

2. **Using the Navigation Keys:** When you press certain keys, for example a feature key or soft key, a list of options is sometimes displayed from which you must select an item. Use the display screen control keys to move up and down the list, then use the appropriate soft key to select the desired item.

3. **Display Icons:** The following icons may appear on the display screen when you are making or receiving calls, or while you are browsing the Callers list.

ICON	DESCRIPTION
✉	You have received a new voice message.
☎	You have a call on hold. While browsing the Callers list, indicates an unanswered call.
☎	You are on an outgoing call. While browsing the Callers list, indicates an answered call.
(▲))	You are on an incoming call. While browsing the Callers list, indicates a Call Waiting call.
(▲))	You have an incoming Call Waiting call.
N	You have a new incoming call.
✔	You returned the call from the Callers list.
2x	The caller has called twice. The display screen shows the date and time of the last call from the caller.

4. **Feature Key Identifiers**: Feature keys invoke application features. The following features are available on your phone by default.

NOTE: Your SIP phone features may vary depending on the model and on how your Wave phone system is set up.

- *Conf (* Conf *)*
  Establishes server based conference of up to four conferees.
- *Goodbye (* 📞 *) - also known as End Call on models 9112i and 9133i*
  Releases the current call the same as hanging up the handset.
- *Hold (* 📞 *on 9112i & 9133i models /* ✋ *on 5000i models)*
- *Icom (* Icom *on model 480i/480CT)*
  Performs a voice call to another extension.
- *Mute (* 🎤 *on 480i/480CT)*
  When your phone is muted, you can hear the caller but the caller cannot hear you.
- *Redial (* R *or softkey)* Places a call to the last number you dialed.
- *Transfer (* Xfer *or* 📞 *on 5000i models)*
  Places a call on hold while you dial and connect to the destination extension.

• PHONE SETTINGS

1. Volume Adjustment - Use the **#** and **-** keys in the dial pad to adjust the volume of the handset, speaker, and ringer.

2. Setting Options: *To make changes to settings such as the display contrast, ringtone, headset volume, etc. follow the procedure below.*
  1) Press Options
  2) Follow the prompts that appear on the display (use the navigation keys as described).

- *01 - Language*
- *02 - Time and Date*
- *03 - Set Ring Tone*
- *04 - Clear Message Waiting*
- *05 - Contrast Level*

- *06 - Live Dialpad*
- *07 - Headset Settings*
- *08 - Network Settings*
- *09 - SIP Settings*
- *10 - Phone Status*

• ADDITIONAL FEATURES

1. Using Authorization Codes - You might be assigned an authorization code that gives you the ability to make calls on restricted phone line keys. Authorization codes are used to override access restrictions.
- Dial a phone number, and listen for a long beep.
- Enter your authorization code, and press **#**

2. **Callers List** - The Callers list is a stored log of your incoming calls. Your phone logs the number and name (if available) of the caller, when they last called, and the number of times they tried to reach you. Refer to the Wave Phone User's Guide for details.

3. **Directory List -** The Directory List is like a customized "phone book". Refer to the Wave Phone User's Guide for details.

4. **Do Not Disturb** – Prevent your phone from ringing
   - Press ***41** to enable
   - Press ***42** to disable Do Not Disturb (Press on 5000i models).

5. **Log Incident -** When using a remote phone, pressing ** logs a time stamp in the Wave system trace logs that may be useful when troubleshooting a problem.

- ## INTERCOM AND PAGE

1. **Intercom -** Make calls from your phone to another extension within your phone system.
   - Press *MENU*, then a feature button to find out if and how that button is programmed.

   ### Model 480i/480CT
   1) 1 Press **Intercom** ( ).
   2) Dial the extension.
   3) Press **Intercom** ( ), OR press **Goodbye** *(* also known as **End Call** on models 9112i and 9133i) to end the call.

   ### Models 9112 and 9133
   1) Dial the extension
      - OR -   Press the desired line button and dial the extension.

2. **Page -** Send a Page to all users connected to your system through the PA system.

   ### *Page the Entire System*
   1) Press Intercom ( ), or ***11**.
   2) Make the announcement.
   3) Hang up when you are finished making your announcement to disconnect from the public address system.

   NOTE -- Vertical SIP phones cannot receive a page through the handset at this time. However, this function will be available in a future release.

- **MAKING CALLS**

  1. **Making a Call**
     1) Lift the handset, OR press 🔇 (🔊/🔁 on models 9112i and 9133i)

     For external calls:
     2) When you hear dial tone, enter the external access code (such as 9.)
     3) Enter the phone number.
     - OR -

     For internal calls:
     Enter the extension.

  2. **Call Return -** Calls back the number answered on your primary line. Call Return does not return calls from external phone numbers.
     - Press **Call Return**, or ***69**

  3. **Redial** - Redial will place a call to the last phone number you dialed from the phone. Even if you dialed digits while connected to a call, the system will only keep track of the last phone number you dialed.
     - Press **Redial**

- **ANSWERING CALLS**

  1. **Answering a Call**
     1) Lift the handset, OR press 🔇 (🔊/🔁 on models 9112i and 9133i)
     2) Press the associated line appearance key while the line is ringing to connect the call.

  2. **Call Pickup** - Answer an incoming call on another extension within your pickup group.

     Extension
     1) Press **Pickup**, OR ***75**.
     2) Dial the extension number, as necessary.

     Group
     - Press ***74**

  3. **Night Answer** - Use the Night Answer feature, to manually redirect all inbound calls to the Vertical Wave system to a predetermined destination. Your system administrator can configure any on or off premise phone number as the destination.
     - Press ***85** to turn on Night Answer.
     - Press ***86** to turn off Night Answer.

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- **PLACING CALLS ON HOLD**

  Put the current call on hold while you use other phone features. While on an active call:

  1. Press **Hold** (on models 9112i and 9133i, on models 5000i).
  2. Press the key corresponding to the line at which the call was placed on hold to reconnect.

  NOTE: You can also use Call Park features to place calls on hold.

- **TRANSFERRING CALLS**

  Place a call on hold while you dial the destination extension, then transfer the call.

  1. **Blind Transfer -** Transfer a call without announcing the call to the recipient.

     With a party on the line:

     - Press **Xfer** (on models 5000i).
     - Enter the destination extension.
     - Press **Xfer** and/or hang up to complete the transfer.

  2. **Supervised Transfer -** Place a call on hold while you dial the destination extension, then announce the call to the recipient before transferring.

     With a party on the line:

     - Press **Xfer** (on models 5000i).
     - Enter the destination extension.
     - Press the **Dial** softkey and wait for an answer.
     - Announce the call.
     - Press **Xfer** and hang up to complete the transfer.

- **FORWARDING CALLS**

  Redirect your call from your primary line to another extension or phone number.

  NOTE: The Forward feature will behave differently depending on whether or not your Forward key is programmed with a target phone number.

  1. **Internal Calls**
     - Press **Forward**, or ***43** then dial the extension number to which you want calls forwarded.
     - Enter the extension number to which you want to forward calls.
  2. **External Calls**

     - Press **Forward**, or ***43**.
     - Enter the external access digit(s) - usually a 9.

- Enter the phone number to which you want to forward calls.
  - ➢ If you enter an international phone number, you must enter a **#** at the end of the number.
  - ➢ If you are prompted for a password, enter your Voicemail password, and press **#**.

3. **Cancelling Call Forwarding**
  - Press **Forward**, or ***44** to cancel call forwarding.

- ## CONFERENCE CALLS

  Set up a conference call with up to multiple participants (including yourself).

  With a party on the line:
  - Press **TRNS/CONF** or **TRANS** to place the other party on hold.
  - Listen for the dial tone, then dial the number of the next party.
  - Repeat for each additional conference member.
  - Press **TRNS/CONF**

FEATURE CODE REFERENCE

FEATURE	CODE	FEATURE	CODE
Call Park		**Do Not Disturb**	*41
Directed	*Flash* + *66 + ext	Cancel	*42
Retrieval	*65 + ext	**Forward**	*43 + dest no. or ext
Self	*Flash* + *64	Cancel	*44
Retrieval	*65 + ext	**Hold**	*Flash*
System	*Flash* + *62	**Intercom**	*82
Retrieval	*63 + slot no	**Log Incident**	**
Call Pickup		**Night Answer**	*85
Extension	*75 + ext	Cancel	*86
Group	*74	**Page**	
Call Return	*69	System	*11
Centrex	*(in future release)*	Zone	*12 + zone
Conference	*Flash* + *71	**System Speed Dial**	*89 + speed dial no.
Connect Party	*71	**Transfer**	*Flash* + destination ext
Reconnect	*72		

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VOICEMAIL USER GUIDE

- ## LOGGING INTO VOICEMAIL

  You will need to log into your Wave voicemail account any time you want to listen to your messages or make changes in your settings. You can log in from your own Wave phone, from any Vertical Wave phone in the system, or from an external (remote) phone.

  1. **From Your Own Wave Phone**
     - Press **MESSAGE** or **VMAIL** (softkey).
       - If your phone does not have a MESSAGE button or VMAIL softkey, take the phone off hook and press # twice.
       OR
       - If you are a member of a hunt group, dial that access code (usually extension 550), then press #.

     At the prompt:
     - Enter your password, then press **#** again.

  2. **From any Vertical Wave Phone** *(other than your own)*
     - Press **MESSAGE or VMAIL** (softkey).
       - If your phone does not have a MESSAGE button or VMAIL softkey, take the phone off-hook and press #. Then go to step below.
       OR
       - If you are a member of a hunt group, dial that access code (usually extension 550), then press #. Then go to step below.

     At the password prompt:
     - Press **#** to tell the system that you want to access a voicemail other than the one associated with the phone you are using.
     At the remaining prompts:
     - Enter your extension, then press **#**
     - Enter your password, then press **#**

  3. **From any External Phone**
     - Dial the main number.
     - Enter your extension.
       NOTE: If the main number is answered by an Auto Attendant, instead of entering your extension, you may need to press # to access voicemail, then enter your extension, and press #. If this is the case, skip to step 4 to listen to access your voicemail.
     - Press **9** during your greeting to access your voicemail options. (This is a pre-programmed button you may or may not have)
     - Enter your password, then press **#**

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- **SETTING/CHANGING YOUR PASSWORD**

  1. Log into your account.
  2. Press **6** to access the Account Preferences menu.
  3. Press **3** to access the Password feature.
  4. Enter the new password (see Choosing Your Password below for information on password requirements).
  5. Enter the new password again to confirm it.
  6. Press to save the new password.

     Choosing Your Password: Your Vertical Wave phone system may be customized with specific rules or restrictions for choosing a password.

- **LISTENING TO MESSAGES**

  1. **New Messages -** Listen to messages that have not been saved or deleted.
     - Log into your account.
     - Press **1** to listen to the first new message.
     - Press one of the designated option numbers to access other listening options (see Listening Options described below).
       OR
     When the message has finished playing
     - Press **2** to go to the next message.

  2. **Saved Messages -** Listen to messages saved from this or previous sessions.
     - Press **2** to listen to the first saved message.
     - Press one of the designated option numbers to access other listening options (see Listening Options described below).
       OR
     When the message has finished playing
     - Press **2** to go to the next message.

  3. **Deleted Messages (from the current session only) -** You cannot access deleted messages from any previous sessions.
     - Press **5** to listen to the first deleted message.
     - Press one of the designated option numbers to access other listening options (see Listening Options described below).
       OR
     When the message has finished playing
     - Press **2** to go to the next message.

4. **Listening Options -** Use the options below when listening to new, saved, or deleted messages.

- Press **1** to *replay* the current message. *Each time you press 1, the message replay from the beginning.*
- Press **2** to *skip* to the next message while the current message is playing.
- Press **3** to *delete* the current message.
- Press **4** to reply to or forward the message, or to callback the person that left the message. - See the After Listening to Messages section of this guide.
- Press **5** to play the previous message while the current message is playing.
- Press **6** to save the current message.
- Press **7** to rewind the current message (by 4 seconds) - Each time you press 7 while the message is playing, it will rewind another 4 seconds.
- Press **8** to undelete any messages deleted in this session. NOTE: If you deleted messages in a previous session, these messages cannot be recovered.
- Press **9** to fast forward the current message (by 4 seconds). - Each time you press 9, the message will fast forward another 4 seconds.
- Press **#** during the "message-received" preamble to skip to the beginning of the current message.
- Press **#** during the message itself to skip the rest of the message (and play the next message, if there is one).

5. **After Listening to Messages**

After listening to a message, and while you are in the Listening menu, use the options below to save, reply to, forward messages or callback. You can also call back the person who left the message.

Reply to a Message - You can send an immediate reply to the person who left the current voicemail. If the message was sent to multiple recipients, you have the choice of replying to just the original sender or to all recipients.

> *From the Listening options menu:*
> - Press **1** to access reply options.
> - Press **1** to reply to the original sender only.
>   **OR**   Press **2** to send to all recipients (if the message as sent to multiple recipients).
> *At the tone:*
> - Record your reply, then press **#**.
> - Set deliver options or re-record your message, as needed.
> - Press **1** to send your reply.

Forward a Message - Send a copy of the current message to the voicemail of one or more users. In addition, you can include a recorded message that explains the reason you are forwarding the message.

> **Example:** *"I just received this message from our customer, Mr. Jones. Can you please call him and answer his questions? Thanks."*

From the Listening options menu:

- Press 2 during or after listening to a message.
  At the tone:
- Record your message, then press **#**.
- Press **1** to accept your recording.　　***OR***　　Press **2** to hear your recording.
  NOTE: If you want to re-record the message, press 3.
- Set deliver options or re-record your message, as needed.
- Enter the extension to which you want to forward the message, then press .
- Repeat step 5 for each extension you want to include.
  HINT: If you do not know a user's extension number, press 411, then select the user by name. If you want to send the message to all users on the system (which have voicemail capabilities) press 8888# .
- Press **#** to send the message to the designated extension(s).
  OR　　Press ***** to cancel.
  NOTE: If you entered multiple extensions, press to delete the most recently added extension. Press to delete each extension. Once all extensions have been deleted, press to delete the message itself.

Call back a Sender

Instead of using the reply method to call the sender's voicemail, use the Callback method to directly call the extension or outside phone number of the sender.

From the Listening options menu:

- Press **3** during or after listening to a message (without deleting the original message).
  OR
  Press **4** during or after listening to a message (the original message *WILL* be deleted).
  NOTE: If you are calling back a forwarded message or calling a sender with more than one available phone number (for example a callback number and a Caller ID number), the system will prompt you to select the appropriate number.

When the caller's number appears:

- Press **1** to dial that number.
  OR To choose from a list of available numbers for the sender:
- Press **2**.
- Select the appropriate number to dial the sender.
- Press ***FLASH* 3** or wait for the other party to hang up to make another call.

• RECORDING YOUR VOICE TITLE (NAME)

Record or change your name as it will be heard by callers when they dial your extension.

1. Log into your account.
2. Press **6** to access Account Preferences.

3. Press **2** access the Name Title menu.
4. Press **1**.
5. Record your name, then press **#** to save it.
6. Press **1** to re-record your name, then press #.
   OR   Press **2** to revert to the existing title setting.
   OR   Press ***** to return to the previous menu, or hang up to end the session.

- ## SETTING VOICEMAIL CALL NOTIFICATION

   You can designate either an internal (extension) or external (with access code) phone number for voicemail notification. When you receive a voicemail, the system will use this number to let you know that you have a message waiting.

   1. Log into your account.
   2. Press **6** to access Account Preferences.
   3. Press **4** to access the Notifications menu.
   4. Set the appropriate notification option using the steps below:

      Keep the Current Notification Number - If you have previously set up a notification number:
      - Press **1** to keep the current Notification number (the default for this will be your own extension number)

      Use an Extension Number
      - Press **2** if you want to be notified at a specific extension within the Vertical Wave phone system.
      - Enter the extension number.
      - Press **1** to accept the entry.
      - *OR*   Press **2** to change the entry.

      Use an External Number
      - Press **3** if you want to be notified at a specific number outside the Vertical Wave phone system.
      - Enter the external number. ***NOTE:*** *You will need to include any access number (such as "9"), and any long distance numbers (such as 1 and the area code) if applicable.*
      - Press **#** to hear your entry repeated.
      - **Press 1** to accept the entry
      - *OR*   Press **2** to change the entry.

- ## MANAGING YOUR GREETINGS

   A greeting is the message that callers hear when they reach your voicemail. You can record and store multiple greetings for use in different situations.

NOTE

- *Check with your phone System Administrator regarding any company-established greeting formats.*
- *If you do not record and activate a primary greeting, the system will play a pre-defined, default greeting.*
- *If you only have one greeting recorded it will automatically be the "active" greeting.*

Review Greetings - Once you review your greetings, you can make them active, change them, and/or delete them.

- Log into your account.
- Press **4** to access Greetings and hear the currently active greeting.

From the Greetings Menu

- Press **1** to *replay* the current greeting.
- Press **2** to *skip* to the next greeting. +
- Press **3** to make the current greeting active. +
- Press **4** to *re-record* an existing greeting, then press to complete and save it.
- Press **6** to *record/add a new* greeting, then press to complete and save it.
- Press **7** to *delete the current* greeting.

    +This setting applies if you have two or more greetings recorded.

- **SETTING STATUS COMMANDS**

1. Log into your account.
2. Press **6** to access Account Preferences.
3. Press 1 to access Status Commands and hear the currently set status.
4. Use the following Status options as needed.

    From the Status Commands menu:
    - Press 1 to set your status to Available.
    - Press 2 to set your status to Do Not Disturb.
    - Press 3 to set your status to In a Meeting.
    - Press 4 to set your status to Out of the Office.
    - Press 5 to set your status to On Vacation.
    - Press 6 to set your status to Available (Queue only). ++
    - Press 7 to set your status to Available (non-Queue). ++
    - Press 8 to set your status to On Break. ++

    ++ These options are only available to you if you are a member of a call center queue.

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CONTACT INFORMATION (Mon-Fri 8am-5pm)

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Main Fax:	(949) 333-1001	info@bcsconsultants.com
Customer Service:	(949) 333-1010	support@bcsconsultants.com
IT Support:	(949) 333-1040	ITsupport@bcsconsultants.com
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MY INFORMATION

NAME: _____

EXTENSION: _____

DIRECT #: _____

PASSWORD: _____

NOTES:

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